



### Training Academy Curriculum:

The Training Academy is a comprehensive program, consisting of classroom training, practicals, observations, and on-the-job training. The ECC Training Academy provides a curriculum based on relevance and industry standards. Curriculum is to include but is not limited too:

- Introduction to the ECC Facility and ECC Management Staff
- Introduction to the ECC Training Program
- New Employee Orientation
- National Academy Emergency Telecommunicator Course (ETC) Certification
- National Academy of Emergency Medical Dispatch (EMD)
- American Red Cross CPR Certification
- Human Resources Training: Diversity, Sexual Harassment, Workplace Violence
- Ethics
- Liability
- Customer Service
- Raleigh/Wake County Geography
- Public Safety Lingo (10-codes/Signals/Abbreviations)
- Agencies Served by the ECC
- Law Enforcement/Fire/EMS Dispatching
- Dispatch Priority/Management
- RWECC and City of Raleigh Policies & Procedures
- CAD and 9-1-1 Telephone Systems
- Call-Taking & Dispatching Scenarios
- Accreditation Process
- Ride-A-Longs with Law Enforcement/Fire/EMS
- ECC Observation/Sitting with Telecommunicators/Call-Takers (Day & Night Shifts)